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IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

MAR 17 2005

Appl. No. : 09/235,065
 Applicant : DENTON et al.
 Filed: : January 21, 1999
 TC/A.U. : 2642
 Examiner: : Knowlin, Thjuan P.
 Docket No. : 4366-27
 Customer No. : 48500
 Title: : "CALL CENTER TELEPHONE AND DATA FLOW CONNECTION SYSTEM"

CERTIFICATE OF FACSIMILE TRANSMISSION

I HEREBY CERTIFY THAT THIS PAPER IS BEING FACSIMILE
TRANSMITTED TO THE UNITED STATES PATENT AND
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BY: *Amelia* SHERIDAN ROSS P.C.

Mail Stop Amendment
 Commissioner for Patents
 P.O. Box 1450
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AMENDMENT AFTER FINAL

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Dear Sir:

Applicant submits this Amendment After Final to address the Office Action having a mailing date of January 26, 2005. Although the Applicant believes that no fees are due for filing this Amendment and Response, please charge any fees deemed necessary to Deposit Account No. 50-1602.

Please amend the above-identified patent application as follows:

Amendments to the Claims are reflected in the listing of claims which begins on page 2 of this paper.

Remarks/Arguments begin on page 14 of this paper.